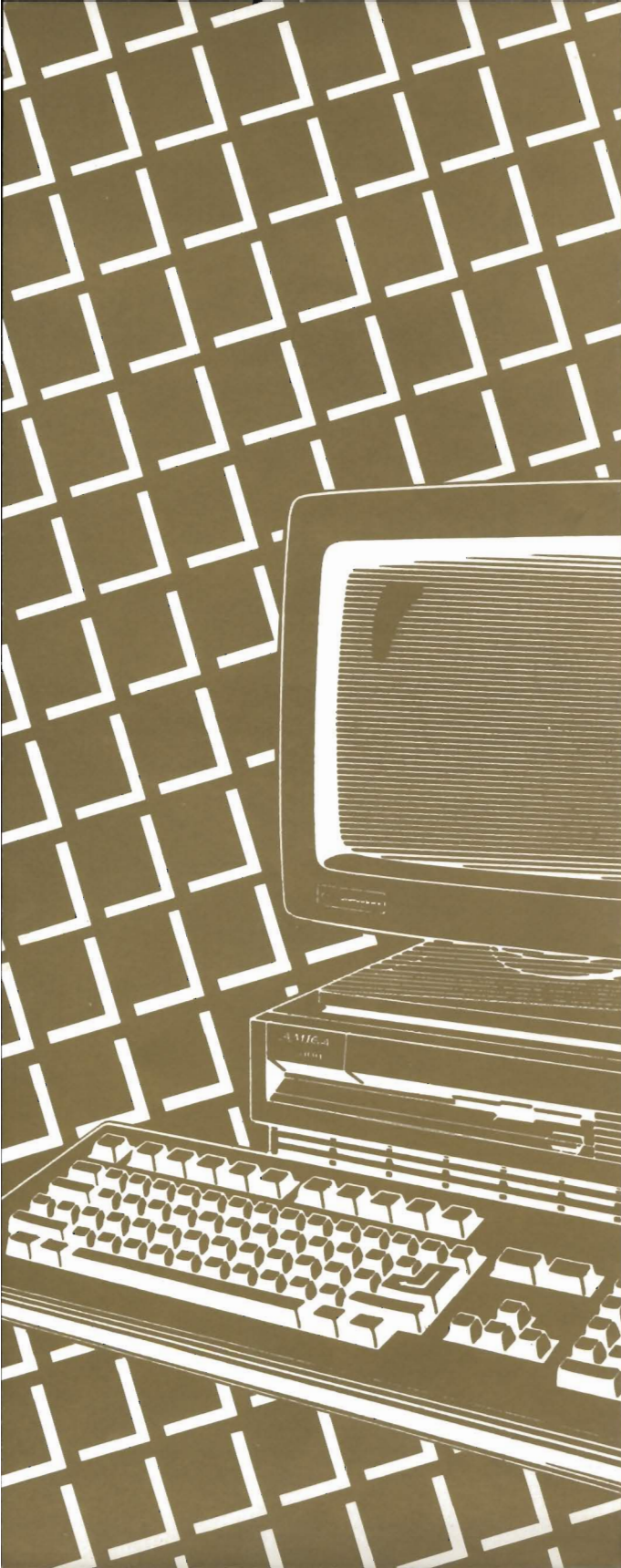
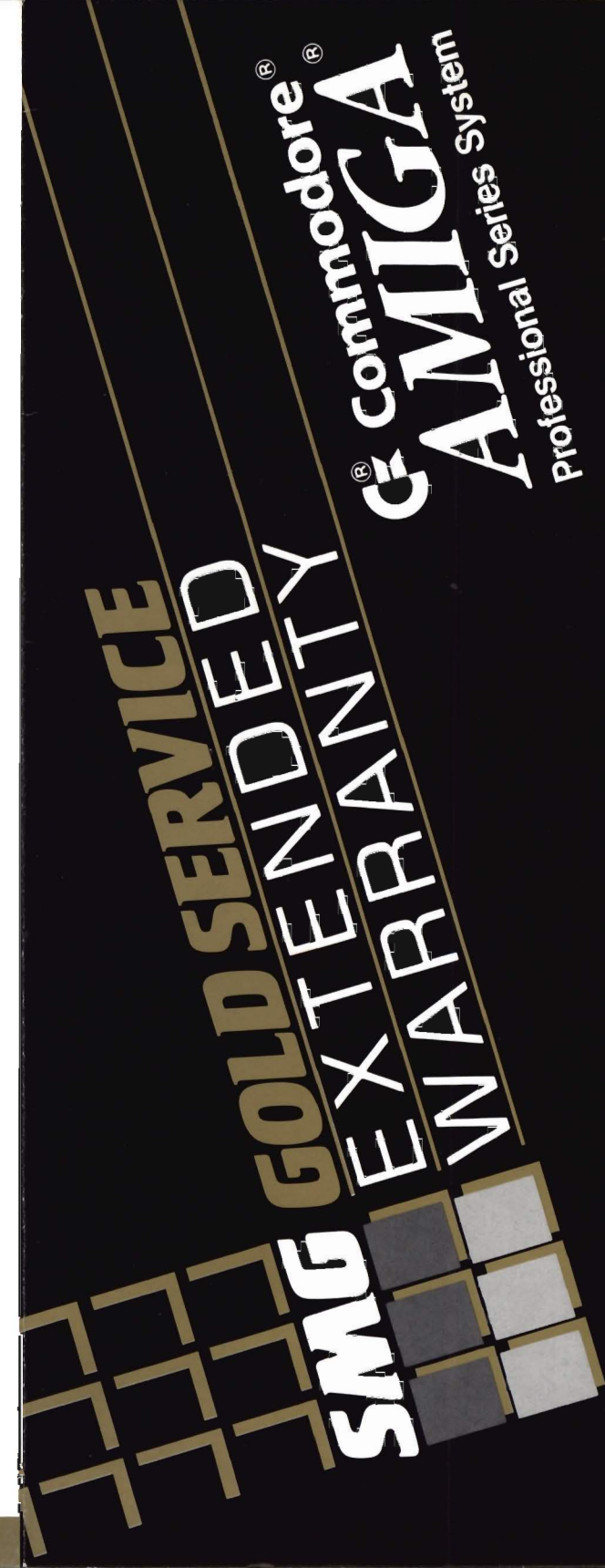




the Service Management Group, inc.

10 Corporate Center
10400 Little Patuxent Parkway
Suite 440
Columbia, MD 21044
Tel. 1-410-992-9975
Fax 1-410-992-9979

Part Number 400819-01





SMG

GOLD SERVICE EXTENDED WARRANTY

What is the SMG Gold Service Extended Warranty™ Program?

- The SMG offers a variety of Part, Depot and On-Site support programs that both complement and extend the Gold Service™ coverage on your Commodore™ Amiga™ Professional Series Computer and attached third party products.

Why do I need the SMG Gold Service Extended Warranty?

- The CommodoreExpress™ Gold Service Program covers **only** Commodore products during the first year of ownership. With the SMG Extended Warranty you can *include* the third party items you added to your Commodore system. You may then *extend* this coverage, on both the Commodore system and third party products for up to two additional years.

What types of coverage options are available?

- Service options currently include *Priority* Depot, On-Site Monday through Friday and On-Site Everyday. In addition we offer a variety of Part Only Programs. The SMG can also custom tailor a support program that will meet your specific service requirements.

Where is the SMG Gold Service Extended Warranty available?

- The SMG Gold Service Extended Warranty options are available anywhere in the 50 United States. Priority Depot and Parts coverage may be available elsewhere.

Is my system eligible for coverage?

- The SMG Extended Warranty is available to any Commodore System owner, even if your original Commodore warranty has expired. We do require that your system be in good working order *before* we can accept it for coverage.

If my system needs parts, then what?

- We use only original manufacturer parts, shipped anywhere overnight, to complete the necessary repairs. In some cases, we may choose to replace a third party item with a functionally equivalent product.

How much does the SMG Extended Warranty Cost?

- It depends upon your configuration, the third party items you choose to cover, and the coverage option you select. We will be happy to give you an exact quote. In most cases the cost will be far less than even a single repair on a Time and Materials basis. Most importantly, your system will be repaired quickly without undue delays waiting for parts to arrive.

How do I sign up?

- Contact your Authorized Commodore Dealer, call Commodore Express at 800-448-9987, or the Service Management Group at 410-992-9975. If you prefer, simply mail back the attached card for current details and an exact quotation. We will contact you to answer any questions you may have. Extending your coverage at the time of equipment purchase can result in **substantial savings**. Contact your Commodore dealer or the SMG for details.

Who is the Service Management Group?

- The SMG is a Professional Services and Service Integration Company. The SMG worked with Commodore to design and implement both the CommodoreExpress Gold Service and SMG Extended Warranty programs. We have been the administrator of the Gold Service program since it began.

Protect Your Investment

MAIL BACK THIS CARD FOR MORE INFORMATION

Name _____

Title _____

Company _____

Address _____

City _____ State _____ Zip _____

Phone (____) _____ Fax (____) _____

Date system purchased _____

Model Number _____

Description _____

Serial Number _____

Gold Service Activation Number _____

Mail this card to:

the Service Management Group, inc.

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